Mr. Lilley becomes manager of service coordination

Mr. David F. Lilley

Mr. David F. Lilley, assistant head of systems and planning since May 1970, was named the manager of the newly formed service coordination department. Until it attained departmental status on February 14, service coordination was a sub-division of administrative services.

The principal responsibility of service coordination is to relieve nursing personnel of non-nursing duties, thus enabling the nursing staff to spend more time with their patients. Mr. Lilley will coordinate the seven-day work week for the unit clerks, secretaries and managers. In addition to general management, Mr. Lilly will study intradepartmental functions and assess service coordination's functional relationship with the overall hospital.

During the last week of February, service coordination moved into quarters on Deaconess 3-South. In addition to Mr. Lilley, the staffing coordinator, Mrs. Cheryle Parries, is in this recently renovated area. New telephone extensions for the department are 2845 and 2846. Miss Janet Murch, transcribing instructor, is located in Central 333 and can be reached at extension 2829.

An employee at the Deaconess for 11 years, Mr. Lilley began his affiliation with the hospital on a part-time basis in night administraton. He then worked for the admitting office which later split into two distinct departments — booking and patient service.

Mr. Lilley became a systems analyst trainee in 1965 and worked in the systems and planning department until his recent promotion. In addition to his responsibilities as manager of service coordination, Mr. Lilley will continue his liaison work between the hospital and the Roxbury Dental and Medical Group.

In 1970, Mr. Lilley received a bachelor of arts degree in psychology from Boston University. A native of Massachusetts, he grew up and attended the local schools in Marlboro.

With an apartment in downtown Boston, Mr. Lilley conveniently pursues two of his favorite pastimes — attending concerts and the theater. He also collects stamps, enjoys gourmet cooking, skis and travels whenever possible.

Adaptability characterizes new head unit in diagnostic radiology

A uniquely designed piece of equipment known as the Franklin Head Unit is one of the newest additions in diagnostic radiology. Installed last December, the head unit examines the skull, sinuses, mastoids and facial bones.

"Even the most complicated radiograph procedures involving the head are simplified by this unit because of its adaptability to the patient," explains Dr. Mirle Kellett, head of diagnostic radiology.

The head is one of the most difficult parts of the body to radiograph and with this new equipment patients who are particularly traumatized can be radiographed with minimal discomfort. For example, patients confined to bed can be wheeled to the head unit. Technicians then maneuver the unit around the patient rather than request him to make positional adjustments that may be painful. This adaptability was not previously possible.

Miss Linda Hopkins (l.), first year student in the NEDH and Northeastern University School of Radiological Technology, and Miss Lois Deschenes (r.), second year student, demonstrate the use of diagnostic radiology's new head unit.

New England Deaconess Hospital
Boston, Massachusetts

pulse

VOLUME 25 — NUMBER 6 MARCH 1972

Dietary implements micro-wave system on patient floors

The dietary department is gradually shifting its patient food service from the central-kitchen system to the micro-wave oven process. As of mid-March, patients on four Central nursing units and all Baker units will be served by the micro-wave ovens. Nursing units in Palmer will receive the system after the conversion in the Central building is complete. The employee cafeteria will remain on the central-kitchen method.

"There are several reasons why the hospital decided to implement the micro-wave heating system. The primary one is to improve food quality for the patients," explains Miss Charlotte Donaldson, director of dietetics.

It takes "x" minutes to assemble patient trays. After the Central addition opened and the hospital's capacity for patients increased from 350 to 500, Miss Donaldson and her workers found that the first food tray was in the oven so long that it was inferior in quality by the time it reached the patient.

Micro-wave ovens make it possible to serve piping-hot food to every patient. Food is about 80 per cent cooked in the Central building kitchen when it is refrigerated and taken to the floors. Then, just before being served to a patient, the food is given a burst in the micro-wave oven.

"Patient reaction is extremely positive to the micro-wave system!" exclaims Miss Donaldson. "In fact, this is what really sold it to us."

The special consistency of breakfast foods was another primary consideration in the decision to convert to micro-wave. These foods do not adapt well to a central food service and can be prepared from scratch in the micro-wave oven. Specially trained breakfast hosts or hostesses cook and serve all of these foods.

Miss Patricia Keaney, associate director of dietetics, is responsible for training all personnel who use the micro-wave ovens. One aspect on which she must concentrate during training is the amount of time required to cook various foods in the new ovens since timing depends upon thickness, consistency and weight of foods.

Breakfast hostesses require a considerable amount of instruction. These individuals work a five hour/four day week and function at an independent level after their training period is finished.

(Continued on page 4)

PROFILE: Miss Joan Randle

Miss Joan Randle

An enthusiasm to pursue new ideas, a sense of humor and quiet intuitiveness characterize Miss Joan Randle, R.N. She came to the Deaconess 24 years ago and has been associate director of the NEDH School of Nursing for the last 16 years. The degree of her influence at the school and that of the faculty is reflected by the calibre of students it graduates and the quality faculty it attracts.

When she joined the NEDH School of Nursing staff in 1948, Miss Randle was responsible for all clinical instructors and the clinical teaching program. Although she did some classroom teaching, most of her time was dedicated to the instruction and supervision of students during their various clinical assignments.

Previous teaching and supervisory positions helped prepare Miss Randle for these first responsibilities at the NEDH School of Nursing. A graduate of Salem Hospital School of Nursing, she derived most of her initial leadership experience from the varied professional tasks she undertook at the hospital.

Before channeling her talents to hospital teaching programs, Miss Randle spent two years in the Salem vicinity as a private duty nurse. She then joined her alma mater as a staff nurse, quickly earning a head nurse position on one of the medical floors.

"At this point in my career, I wanted to transfer to a surgical floor, so I went to Johns Hopkins Hospital, Baltimore, for a six-month post-graduate course," explains Miss Randle. "As it turned out, I never became head nurse on a surgical floor!" laughs the petite lady administrator.

With her newly acquired education, Miss Randle returned to Salem Hospital as a surgical supervisor. She was responsible for two surgical floors, one private floor and the student health program.

Miss Randle's next venture with higher education benefited her more directly than her six-month post-graduate course. She took a leave of absence from Salem Hospital to work on her bachelor of science degree at Boston University.

After completing her degree requirements in 1945, and returning to Salem, Miss Randle was appointed chief clinical supervisor. In addition to coordinating activities of four supervisors, she taught surgical nursing and undertook some administrative responsibilities in the nursing office. Then to complement these challenges, Miss Randle relieved the assistant director of nursing service for a year until 1948 when the latter returned from a leave of absence. Miss Randle then joined the staff of Deaconess Hospital School of Nursing.

Five years later education again beckoned Miss Randle. She took a six-month educational leave of absence from her clinical supervisory responsibilities in 1953, to study at Harvard University Graduate School of Education. She returned to work on a part-time basis until her master's degree requirements were completed the following year.

Since 1956, when she was appointed associate director of the NEDH School of Nursing, Miss Randle's primary responsibilities have focused on the school's program. She procures faculty, holds interviews with current and prospective students, acts as a guidance counselor when necessary, is responsible for the maintenance of records, directs the planning and evaluation of the curriculum, and is a minor participant in the teaching program.

There is no such thing as a typical week or even day for Miss Randle, but there are typical responsibilities. Interaction with students is a responsibility that she always enjoys. Miss Randle first meets the students at their pre-acceptance group interview which she leads as co-chairman of the admissions committee. Questions about nursing and nursing programs, with emphasis on the NEDH School of Nursing, dominate the discussions. Subsequently she and other members of the committee hold individual interviews to discuss personal goals and expectations.

After acceptance into the NEDH School of Nursing, students see Miss Randle periodically to discuss their record and progress. After graduation they receive correspondence from the school as well as from the hospital. One of the annual mailings is a fall newsletter from Miss Randle. This recaps the preceding year's events. A questionnaire is enclosed in an effort to get some feedback on what is happening with each graduate.

"I look forward to their replies and to having up-to-date information of their professional and personal accomplishments," she explains.

Miss Randle's responsibilities involve much more than student contact, but everything she does in some way relates to the nursing students. She is chairman of the curriculum committee, the faculty promotions committee and co-chairman of the faculty council. Miss Randle is also a member of the admissions committee and the health and welfare committee. She meets with individual and small work-groups of faculty and with other non-teaching personnel.

Miss Randle's dedication to nursing sifts into some of her extra-work activities via her professional affiliations. She maintains active membership in the National League for Nursing and American Nurses Association, is a member of the Massachusetts League for Nursing (MLN) By-Laws Committee, and a past secretary of MLN's Council of Member Agencies.

In her personal life, Miss Randle pursues quiet interests. She enjoys the fine arts and attends the opera, symphony and the theater whenever possible.

"During my first few years in Boston, I had a season ticket to the symphony. Now I've found it's hard to get tickets for some of the concerts I want to attend," wistfully states the lady.

She always attends some performances of the Metropolitan Opera Company when it comes to Boston for a week of its annual tour, and is a member of the Guild of the Opera Company of Boston. If Miss Randle could "wish upon a star" she would like to be able to sing. However, "even stunt night audiences should not be subjected to my artistry."

If dogs can be considered a hobby, and most dog lovers consider this a truism, then one of Miss Randle's most recently acquired hobbies is a little Bichon named Rosette of Iradell. "Coco" as she is affectionately called, actually belongs to Miss Randle's roommate, but she helps care for the dog and enjoys its company.

"When I think that I used to be afraid of dogs, it amazes me," laughs Miss Randle with twinkling eyes. "Now I even enjoy going to obedience school and dog shows." Her fear of dogs has obviously melted into a great fondness.

One of Miss Randle's long-term interests is her fascination with European history. In addition to reading about it, she visits the scene where it all took place as frequently as possible. Her first European trip was in 1958 when she spent a month in England and a month touring the Continent.

(Continued on page 4)

Mr. Winslow serves hospital for 13 years

Thirteen years of service to the Deaconess Hospital culminated at a special party, February 24, for Mr. Henry Winslow, carpenter. His friends and co-workers gathered in the maintenance workshop at 3:00 p.m. to convey their wishes to him for a happy retirement.

In behalf of the hospital, Director Richard E. Lee presented Mr. Winslow with a piece of luggage for a pending trip to Florida. A miniature carpenter's tool case was constructed for him by men in the maintenance and engineering department, and some money was given to him by people from throughout the hospital.

Before he joined the Deaconess staff in July 1959, Mr. Winslow spent eight years with American Machine and Foundry, Boston, and eight years with Bethlehem Steel, E. Boston. When he was employed by the American Machine and Foundry (1950-1958) he underwent a laryngectomy. Within five weeks of the operation, he attained his current capacity to communicate by throwing his voice.

During his 13 years at the Deaconess, one of Mr. Winslow's contributions was his involvement with laryngectomy patients. Whenever a patient was scheduled for this operation, Mr. Winslow visited the individual before and after surgery to help subside the patient's fears and encourage him to communicate verbally.

Director Richard E. Lee presents a gift to Mr. Henry Winslow, carpenter.

Mr. Winslow grew up and attended the local schools in Saugus, Mass. He remained there until 1929 when he moved to Revere, Mass., where he still lives with the Austin Garrett's and their 15 year-old son, Wayne.

Deep sea fishing is Mr. Winslow's favorite leisure activity. He fishes off the coast for salmon, blue fish and flounder. With extra time at his command, he plans to pursue more avidly his fishing interests.

Thrift shop open 4 days

In spite of construction noise and confusion, the Friends of the Deaconess Thrift Shop is open Monday, Tuesday, Wednesday and Friday from 10 a.m. to 3 p.m. The shop's entrance is outside the laundry building and adjacent to the parking facility now being built on the corner of Pilgrim Road and Longwood Avenue.

Doctors doings

Dr. Daniel S. Bernstein, internal medicine, was appointed Eastern Massachusetts Coordinator for the Tri-State Regional Medical Program, September 1, 1971. He is responsible for the coordination and assistance in program and project development, and informational assistance in the identification of local health needs and priorities.

* * *

Dr. James A. Bougas, thoracic surgery, lectured on "Porous Metal Implants" at a conference on Biomaterials for the Orthopedic Surgeon, New York City, on March 10.

* * *

Dr. W. Eugene Knox, senior associate at the Cancer Research Institute, published a monograph in January 1972, entitled *Enzyme Patterns in Fetal, Adult and Neoplastic Rat Tissues.*

* * *

Dr. Thomas Leavitt, Jr., obstetrics and gynecology, was elected secretary of the Obstetrical Society of Boston in January. He spoke on "Carcinoma of the Breast" on February 29 at the Veterans Administration Hospital, Boston, and on March 28, he will moderate a panel discussion on "Advanced Gynecological Malignancy" for a post-graduate course at Harvard Medical School.

* * *

Dr. Daniel Miller, otolaryngology, spoke on "Head and Neck Tumors," January 29 at St. Barnabus Hospital, New Jersey, and was a moderator of a panel discussion on "Management of Head and Neck Tumors" at the sectional meeting of the American College of Surgeons in St. Louis, February 15. In addition, he attended the February 26 - March 4 meeting of the Pan Pacific Surgical Association in Honolulu, Hawaii, where he participated on a panel concerned with the "Tracheal and Laryngeal Injuries" and discussed the most recent use of cryosurgery in head and neck tumors.

* * *

Dr. George I. Nichols, internal medicine, was chairman of the sessions and moderator of the subsequent question-answer periods for a December 1, 1971, conference on "Practical Implications of Calcium Physiology — What To Know and What To Do" in Newton.

* * *

Dr. Stanley E. Order, therapeutic radiology, attended an international congress on Hodgkin's disease, March 20-24, at Stanford University in Palo Alto, California, where he spoke on "Hodgkin's Disease Tumor Associated Antigens" and participated in a panel discussion of "Immunotherapy of Hodgkin's Disease."

* * *

Dr. Randi V. Rosvoll, pathology, discussed "AABB Inspection and Accreditation of Blood Banks" at the February 3 meeting of the Massachusetts Association of Blood Banks, at Lynn Hospital, Lynn.

* * *

Dr. John L. Rowbotham, general surgery, attended the American Cancer Society's symposium on "Living With Cancer" in Jacksonville and Palm Beach, Florida, February 24-28. He was asked to participate in the conference as a lecturer on "Living a Better Life With A Colostomy." While at the conference, he participated in televised panel discussions.

* * *

Dr. David Steinberg, internal medicine, published an article entitled "Periarteritis Nodosa Australia Antigen and Lymphatic Leukemia" in the January 1 issue of the *New England Journal of Medicine.*

* * *

Dr. Francis M. Woods, thoracic surgery, spoke to a post-graduate class, January 15, on "Treatment of Lung Cancer" at the University of Southern California, Los Angeles.

"Now don't get excited, Freddie. Your skis are all right. It's my leg that's broken."

Courtesy of the **Medical Tribune**

Personnel dept. requests referrals from employees

At the national level, the job market might read "tight," but there are a few positions open at the Deaconess Hospital. Every week, an updated list of job opportunities within the hospital is posted on the bulletin board in the employee cafeteria.

"Some of the best referrals and best potential employees come from recommendations made by hospital employees," explains Miss Joan Mathers, assistant director of employee relations.

The weekly listing names the position opening, the department and the hours. When an employee knows someone who might be interested in a listed job, he or the person he recommends should go to the receptionist in personnel for general information about the position. If basic skill requirements and applicant qualifications match, a formal interview will then be scheduled.

Employees interested in a potential transfer will receive the same general information about a posted job but, before an interview is scheduled, the hospital's employment policy requires that the employee speak to his department head about this.

Over 20 available positions were mentioned in the March 7 job list. Referrals are encouraged in these specific areas. For example, the dietary department is interviewing for breakfast hosts or hostesses.

Spring art exhibit brightens Central building

In mid-March, art came to the Deaconess Hospital or at least to the patient floors in the Central building. Nine artists from the Seacoast Area Artists Group, Maine, created 28 paintings specifically for the two-month display near the elevators and in the solaria on Central 3 and 6 - 11. The art work offers an aesthetic quality and points of interest for employees, guests and ambulatory patients.

Miss Colleen Souza, R.N. on Central 10, and Mr. James D. Cott, patient, enjoy the colorful painting, "Corona of the Sun," by B. L. Fein Moskowitz that hangs in the unit's solarium until early May.

Seacoast Area Artists Group is an unchartered organization of New England painters dedicated to bringing art into the community. In addition to the display at the Deaconess Hospital, members of the group have a rotating display at the Portsmouth Naval Hospital, Maine. As a group and individually, the artists work with school children, hold sidewalk exhibits, and discuss and show art wherever and whenever possible.

The current display in the Central building stems from the hospitalization of one member of the Seacoast Area Artists Group, Mrs. Thelma Mandeville. While a patient on Central 7, she amused herself and occupied empty time by painting in her room. An immediate result was patient and employee intrigue with her work. The colors, forms and creativity brought cheer and a lift in spirits to many who viewed her work.

Miss Ellen Adams, associate director, and Mrs. Thelma Mandeville, member of the Seacoast Area Artists Group, prepare to hang Leslie Bickmore's painting, "Fall Bouquet," on Central 7. The other two paintings, "Things from My Past II" and "Stormy Days at York," were done by Mrs. Mandeville who was a patient on Central 7 last fall.

Mrs. Mandeville talked with Miss Ellen Adams, associate director, about the possibility of her group bringing a temporary art display to the Deaconess. The exhibition in the Central building results from Mrs. Mandeville's inquiry and the community-oriented interest characteristic of Seacoast Area Artists Group members.

Each of the paintings on display is for sale during the two-month exhibit. For further information about the artists and their paintings call the public relations office, extension 2019.

Micro-wave ovens . . .

Continued from page 1

Miss Patricia Keaney, (l.) associate director of dietetics, works out a food-timing problem with Mrs. Angeline Papoulias, breakfast hostess.

"We are very particular whom we hire as breakfast hostesses," explains Miss Donaldson. "Each host and hostess must be sympathtic to the standards of our patients and he or she must work efficiently with little supervision." Twelve hostesses are still needed by the department.

Dinner and supper hostesses are not required because the types of food used for these meals are conducive to being partially cooked and plated in the central kitchen. All they need is a final burst in the micro-wave oven before being served to the patient.

Electro-magnetic waves rather than heat are used in the ovens. These pass through food and deflect off everything else. Therefore, non-metallic plates, trays and utensils do not retain heat. When the ovens are not in use, a cup of water is left inside to give the waves a medium through which they can pass in case someone accidently turns on the oven.

Micro-wave is not entirely new to the Deaconess Hospital which purchased its first oven in 1967 for experimental purposes. However, it was just last spring that the decision was made to implement micro-wave service in all hospital nursing units. Since then, the conversion has been gradual because of the difficulties involved in keeping two systems working at an optimum level, while building up one system and reducing the other.

To date, the hospital owns five three-plate micro-wave ovens and four one-plate ovens. Since each oven is quite expensive, personnel who are not trained by Miss Keaney are discouraged from using them. In order to service between meal requests, hot plates are maintained in every nourishment unit. People with pacemakers are not allowed near the micro-wave ovens when they are in use because of the probable impairment of their pacemaker.

Chapel announces Easter services

Regular worship hours will be held on Palm Sunday, March 26, and Easter Sunday, April 2, in the Arthur T. Dooley Memorial Chapel. On both occasions Father Richard Bonner will celebrate the 9 a.m. Mass and Chaplain Ralph Curtis or Assistant Chaplain Charles Kessler will lead the 10 a.m. Protestant service. In addition to these services, everyone is invited to participate in two special Holy Week services on March 30: Holy Thursday Mass of the Lord's Prayer at 9 a.m. and Maundy Thursday Vesper Service at 7 p.m.

Systems and planning dept. promotes Mr. Peter Beaven

Mr. Peter Beaven was appointed assistant department head of systems and planning in mid-February when former assistant department head, Mr. David F. Lilley, became manager of service coordination. A man with a diversified professional background, Mr. Beaven became a Deaconess Hospital employee in October 1971.

He joined the Deaconess after four years with International Business Machines (IBM). Mr. Beaven started as a systems engineer with IBM and later became a medical marketing representative for their data processing division. Through his responsibilities, which were to design and sell computer systems to the Harvard Medical School teaching hospitals, he became acquainted with the Deaconess Hospital and the systems and planning department.

In 1965, Mr. Beaven graduated from the University of Rochester, New York, with a bachelor of arts degree in English. After graduation, he moved to Los Angeles, Calif., where he worked as an administrative assistant in Studio Center for Columbia Broadcasting System. A year and some graduate courses later, he moved to Massachusetts and taught the sixth grade for the Walpole School System.

Mr. Beaven lives in Belmont, Mass., with his wife Valerie and their two children; Kathleen, 3½ and Daniel, 19 months. Drama and music buffs, the Beavens attend concerts and the theater whenever possible.

Miss Randle . . .

Continued from page 2

On each of three subsequent trips she has combined a leisurely time in England with a visit to just one or two other countries. Although she has not had the courage to drive on the Continent, Miss Randle drives in the British Isles. This makes it possible to stop in some out-of-the-way places while en route to see relatives in Devon, York, Scotland, the Lake District and the coast of Wales.

In comparison to her European adventures, Miss Randle's other travels have been more limited. She has been to Mexico, Florida, the West Coast and to several historical places in the United States, which she explains, "has everything to offer as far as variety of scenery and atmosphere is concerned but there are such distances to travel!"

Born in England, Miss Randle's overseas flights are like that of a homing pigeon. She lived in Lancashire for ten years before her family moved to Beverly, Massachusetts, where Miss Randle, an only child, attended the local schools.

At present Miss Randle's Beacon Street apartment enables her to be near her work. On week-ends, however, she returns home where the pleasures of the North Shore and a few gardening chores provide a relaxing change of pace. In Beverly, the professional challenges of her life style seem to slow down for a moment, but Miss Randle's mind is actively pursuing the best solution to the first problem on her agenda for Monday.

"Let us be thankful for the fools. But for them the rest of us could not succeed."

Mark Twain

New England Deaconess Hospital
185 Pilgrim Road
Boston, Massachusetts 02215

pulse

The New England Deaconess Hospital is a 500-bed complex consisting of the medical office building at One Ten Francis Street, Lahey and Overholt Thoracic Clinics, the Joslin Diabetes Foundation, Inc., the Cancer Research Institute and the Shields Warren Radiation Laboratory. The Deaconess is internationally known for diagnosis, treatment and research in general medicine, brain and chest surgery, cancer and diabetes.

PULSE is published monthly by the Public Relations Department of the New England Deaconess Hospital.

R. D. Lowry
Executive Vice President
Richard E. Lee
Director
Evans F. Houghton
Public Relations Director
Anne Kreidler
Public Relations Assistant

New England Deaconess Hospital Bowling League as of 3/2/72

DIVISION A

Team No.	Pinfall to date Incl. Handicap	Pts.	High Singles for Year		High 3-String for Year	
1—J. Dillahunt	22,825	96	L. Kovar	109	L. Kovar	268
2—C. Schraub	22,827	87	Lott Murrell	140	Lott Murrell	355
3—B. Kitchen	22,646	85	High Average for Year			
4—E. O'Neil	21,162	47	L. Kovar	82		
			J. Dillahunt	103		

DIVISION B

Team No.	Pinfall to date Incl. Handicap	Pts.	High Singles for Year		High 3-String for Year	
10—P. Torres	22,822	103	S. Meek	117	S. Meek	291
6—G. Graham	21,851	84	S. Breda	132	F. Walsh	342
5—A. Glagovaky	22,549	83	High Average for Year			
7—G. Lussier	22,860	82	S. Meek	90		
			F. Walsh	101		

DIVISION C

Team No.	Pinfall to date Incl. Handicap	Pts.	High Singles for Year		High 3-String for Year	
8—D. Colleran	22,972	74	M. Bokee	112	M. Bokee	294
12—C. Speen	20,047	60	M. Foley	122	M. Foley	334
11—P. Cyr	22,625	69	High Average for Year			
9—G. O'Neil	22,156	52	M. Bokee	84		
			R. Peterson	91		